

# Defects Database User Manual

Version 1.17

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For

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## INTRODUCTION

The purpose of the DEFECTS DATABASE is to provide a more accurate and efficient method of recording all the Property Defects reported to Land Factor. It will also provide a more efficient service for company clients and assist in the managing of such repairs to Health and safety requirements, by ensuring the contractors are correctly insured and accredited for the repairs they have selected to undertake.

Some of the features are:-

1. Recording names and Details of Person(s) reporting the Defect.
2. Reported Defects will be Time / Date Stamped.
3. Tenant details and contact telephone/mobile information at hand.
4. Problems can be categorized to ensure correct Contractor is assigned.
5. Contractors automatically selected who are qualified to undertake such repairs, accredited to certain standards.
6. Recording Contractor insurance details to ensure they are insured before undertaking any repairs.
7. Tracking of all work at any stage.
8. Ability to create multiple types of report.

The design is a dynamic interface that automatically changes as data is entered, this provides the user with a more efficient and easier way of working with such a complex program. The system comprises of a Main User Entry screen, where each Defect can be recorded in detail and the handling of such reported Defects is accomplished in a simple 3 stage process.

## MAIN ENTRY SCREEN

This is the entry screen to the Defect Database. On the left side panel, you have the main Reported Defect navigation area, access to any of these areas is controlled via security, access will be denied until Login is complete. Depending upon the persons access rights he/she will only gain access to the areas they are allowed.

**DEFECT DATABASE**  
LAND FACTOR

version: 1.17

**REPORTED DEFECT**

1. INPUT DEFECT
2. ASSIGN DEFECT ACTION
3. INSTRUCT CONTRACTOR

**VIEW DETAILS**

CONTRACTORS

LIVE WORK

ANALYSIS REPORTS

Text area used for messages to Database User's

The Text area at the bottom will allow general messages to all User's to be displayed.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## RECORDING A REPORTED DEFECT

### Stage1 – Input a Defect

#### 1. INPUT DEFECT

The entry of reported defects is a simple 3 stage exercise.

### Selecting a Property

Stage1. Record the details of the reported defect. Left mouse click the Input Defect button and the following screen will appear. Each reported Defect is automatically Time/Date stamped to ensure accurate recording of logged Defects.

Property Name	Address1	Locality	Town/City	Post Code	EstateName
WELTON HALL FARM LAND	Welton Hall Farm	Stamfordham	Newcastle-Upon-Tyne	NE18 0LJ	ALLENDAL E STA
1 BEARL COTTAGE	1 Bearl Cottage	Bywell	Stocksfield	NE43 7AJ	ALLENDAL E STA
1 COMMON HOUSE	1 Common House	Greenshaw Plain	Hexham	NE46 2PJ	J A J STRAKER -A
1 CORONATION GREEN	1 Coronation Green	Ormesby	Middlesbrough	TS3 0LR	ORMESBY
1 COWSLIP HILL COTTAGE	1 Cowslip Hill Cottage	Felton	Morpeth	NE65 9HS	FELTON PARK ES
1 DILSTON PARK COTTAGE	1 Dilston Park Cottage		Corbridge	NE45 5RB	ALLENDAL E STA
1 DILSTON SCOUTS CAR PARK	Dilston Mill House		Corbridge	NE45 5QZ	ALLENDAL E STA
1 DUDLEY PLACE COTTAGE	1 Dudley Place Cottage	Allenheads	Hexham	NE47 9HT	ALLENDAL E STA
1 FOUNTAIN TERRACE	1 Fountain Terrace	Greenhead	Brampton	CA6	BLINKINSOPP ES
1 HARBORD TERRACE	1 Harbord Terrace	Seaton Sluice	Whitley Bay	NE26 4QT	SEATON DELAVAI
1 HIGH BANK COTTAGE	1 High Bank Cottage		Stocksfield	NE43 7AG	ALLENDAL E STA
1 HOLMEFOOT COTTAGE	1 HolmeFoot Cottage	Brampton	Carlisle	CA8	LADY JANE HOWE
1 JAMES TERRACE	1 James Terrace	Low Row	Brampton	CA8 2LN	HALTWHISTLE EA

REPORTED BY

TITLE: Mr

FIRST NAME: John

LAST NAME: Smith

TELEPHONE: 0191 1234567

COMMENTS: Tenant's father

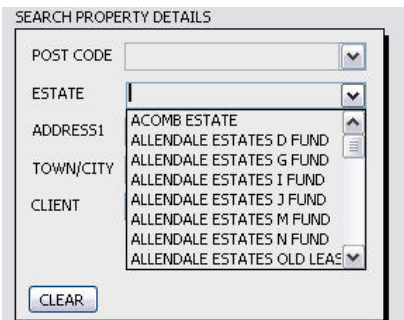
The details of the person who reports the defect, can be entered in the top left of the screen, select the Title of the person.

# DEFECTS DATABASE USER MANUAL

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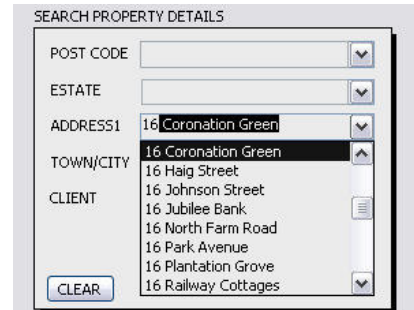
Using the keyboard TAB button will automatically take you to the next data entry field.

In the lower left hand part of the screen is a list of the Properties managed by Landfactor, as there are several thousand records, you can reduce this amount of data by using the Search facility in the top right of the screen.

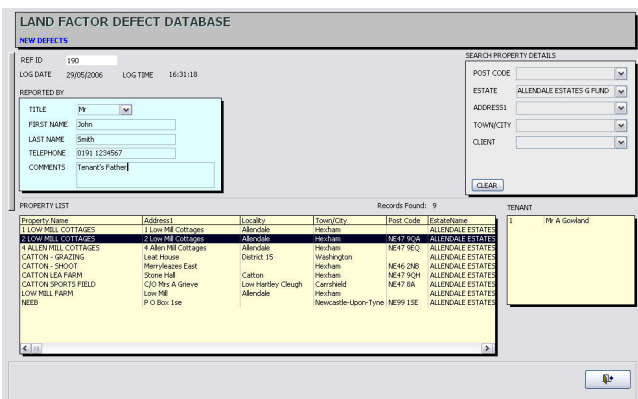


Search can be done through each of the Data areas shown, or by using a combination of areas, such as Estate and Town.

You can also auto search by typing in the first few letters or numbers, by asking the person on the phone for the first line of the property address '16' produces several addresses to choose from.



Once the required property is located, left mouse click the property address in the Properties List.



As you click the properties a tenant search will automatically begin, displaying the Tenant name in the right hand list area.

## DEFECTS DATABASE USER MANUAL

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Note that several Tenant's may have used the property over time, and therefore you may see several names, the most recent tenant will be the one with the highest number shown before the name.

Once you have identified the Tenant, double left click the name and a CONFIRM



button will appear. At this stage you can change your selection should you have made a mistake in choosing the wrong Tenant or Property details, it would be best to confirm your selection with the person on the phone before clicking CONFIRM.

When you click the Confirmation button the current screen will automatically close and a new screen will appear. This screen is the final part of Stage 1 Defect entry.

# DEFECTS DATABASE USER MANUAL

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## Defect Details

**LAND FACTOR DEFECT DATABASE**  
**NEW DEFECTS**

**Section 1 -** To be completed by the person who either spots the defect or takes the call reporting the defect.

REF ID	238	REPORTED BY	TITLE	Mr
DATE	29/05/2006		FIRST NAME	Mr A Gowland
PROPERTY REF	125		LAST NAME	Smith
TENANT	Mr A Gowland		TELEPHONE	0191 1234567
PROPERTY NAME	2 LOW MILL COTTAGES		COMMENTS	Tenant's Father
ADDRESS 1	2 Low Mill Cottages			
ADDRESS 2				
LOCALITY	Allendale			
TOWN/CITY	Hexham			
COUNTY	Northumberland			
POST CODE	NE47 9QA			
ESTATE	ALLENDALE ESTATES G FUND			
MANAGER	Stephen Stubbings			
CLIENT	Allendale Estates G Fund			

CONTACT DETAILS

TELEPHONE	
MOBILE	
EMAIL	

PROBLEM

Water leak from basin in upstairs bathroom

ENTERED BY: Yvonne Marriott

ERROR

Mark Tunstall  
Stephen Stubbings  
Yvonne Marriott  
Laura Benson  
Roddy Findlay  
Alan Sharp  
Andy Dyer  
Russell Porter

The Ref ID shown in the top left corner is the unique Defects ID for the record you are about to make. The Date area shows you the current date, this can be changed should you be recording a defect reported several days previous.

The shaded areas are details of the property, these are locked and cannot be edited from this screen, the details also show the Estate that the property belongs, also the Client and the Landfactor Manager responsible for that Estate.

The Buttons to the Left of TENANT and PROPERTY NAME titles, allows you to access these details in the database.



# DEFECTS DATABASE USER MANUAL

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## Updating Tenant Contact Details

On the right of the screen, is the details of the person who reported the Defect. Underneath is the Contact Details for the Tenant - Telephone - Mobile and Email address. If you need to update these at this Stage, you can do so by clicking the buttons to the left of the headings.

Example - if we wish to add all details, first click the 'Telephone' button and a new screen will appear.

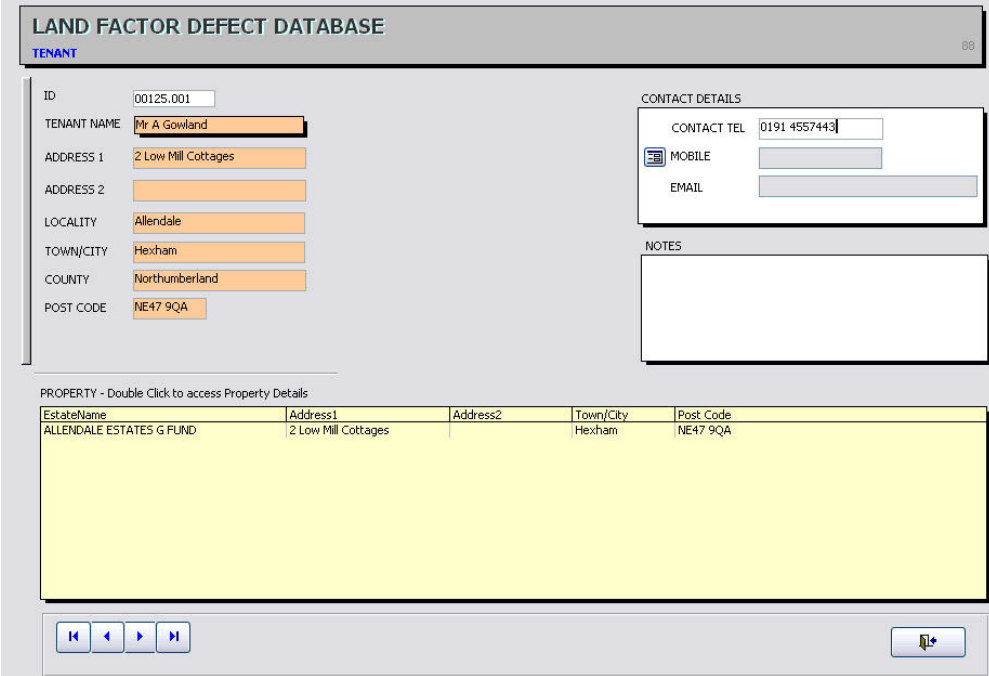


CONTACT DETAILS

TELEPHONE

MOBILE

EMAIL



**LAND FACTOR DEFECT DATABASE**

TENANT

ID: 00125.001

TENANT NAME: Mr A Gowland

ADDRESS 1: 2 Low Mill Cottages

ADDRESS 2:

LOCALITY: Allendale

TOWN/CITY: Hexham

COUNTY: Northumberland

POST CODE: NE47 9QA

CONTACT DETAILS

CONTACT TEL: 0191 4557443

MOBILE:

EMAIL:

NOTES

PROPERTY - Double Click to access Property Details

EstateName	Address1	Address2	Town/City	Post Code
ALLENDALE ESTATES G FUND	2 Low Mill Cottages		Hexham	NE47 9QA

Navigation buttons: Previous, Next, Home, Search

This is the Tenant screen showing the current tenancy address, also at the bottom of the screen the database will automatically display any previous properties they may have resided at. The Notes area can be used for any simple notes regarding this Tenant.

# DEFECTS DATABASE USER MANUAL

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In the top right corner is the Contact Details area, type in here the Tenant contact telephone number, or edit any that were previously entered. To add a Mobile and Email details, click the button to the left of 'Mobile'.

We can see here that no details for Mobile or Email have been previously recorded. Click the 'NEW' button to create a new record.

The greyed out boxes will be enabled so that you can enter these details. Note that you do not have to fill in both Mobile and Email, either will do, you can always return and complete or edit these details at another time. Once you have entered the details click the 'ADD' button and the details will be entered into the database.

You can see the entered details below the Tenant name. If you wanted to EDIT these details, the button marked 'NEW' will be displayed as 'EDIT', click this and you can amend the details.

# DEFECTS DATABASE USER MANUAL

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Click the 'CLOSE' button in the bottom right of the screen, this screen will close and the previous screen from where you came from will appear.

The screenshot shows a web form for a defects database. On the left, there is a list of fields: ID (00125.001), TENANT NAME (Mr A Gowland), ADDRESS 1 (2 Low Mill Cottages), ADDRESS 2, LOCALITY (Allendale), TOWN/CITY (Hexham), COUNTY (Northumberland), and POST CODE (NE47 9QA). On the right, there is a 'CONTACT DETAILS' section with fields for CONTACT TEL (0191 4557443), MOBILE (07988 3456789), and EMAIL (gowland@aol.co.uk). Below this is a 'NOTES' section with a large text area.

You can now see that the Tenant details have been updated. Click the 'CLOSE' button in the bottom right of the screen and you will return to STAGE1 of Defect entry.

## Recording the Problem

The screenshot shows the 'LAND FACTOR DEFECT DATABASE' form. The 'NEW DEFECTS' section is active. It includes a 'Section 1 - To be completed by the person who either spots the defect or takes the call reporting the defect.' section with fields for REF ID (239), DATE (09/05/2006), PROPERTY REF (325), and a list of fields for TENANT, PROPERTY NAME, ADDRESS 1, ADDRESS 2, LOCALITY, TOWN/CITY, COUNTY, POST CODE, ESTATE, MANAGER, and CLIENT. The 'REPORTED BY' section has fields for TITLE, FIRST NAME, LAST NAME, TELEPHONE, and COMMENTS. The 'CONTACT DETAILS' section has fields for TELEPHONE, MOBILE, and EMAIL. The 'PROBLEM' section has a large text area with the text 'Water leak from basin in upstairs bathroom'. At the bottom, there is an 'ENTERED BY' dropdown menu (Yvonne Marriott) and an 'ERROR' checkbox. A 'VIEW REPORT' button is highlighted with a red arrow.

We can now complete the recording of the reported defect, enter in the details of the 'PROBLEM' and then select your name from the 'ENTERED BY' combo box.

Click the 'VIEW REPORT' button.

The DEFECT REPORT FORM will be displayed showing the details of STAGE1 of the reported defect. You can see that STAGES 2 & 3 are greyed out as these have not yet been completed.

# DEFECTS DATABASE USER MANUAL

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## Defect Report Stage1

Section1 has now been completed, incomplete areas are shown greyed.

ClientName		Allendale Estates & Fund		DEFECTS REPORT FORM	
Estate:		ALLENDALE ESTATES & FUND			
Property:		2 LOW MILL COTTAGES			
Section 1: To be completed by the person who reports the defect or takes the call reporting to defect					
Date Fault Reported:		29/05/2006		Defect ID on Computer:	238
Reported By:		Mr Mr A Gowland Smith		Date Entered:	29/05/2006
Occupier/Tenant:		Mr A Gowland			
Contact Telephone Numbers:		Contact Telephone Numbers: For person who reported defect 0191 1234567			
		For Tenant Landline: 0191 4557 443			
		Mobile: 07988 3456789			
Problem:		Water leak from back upstairs bathroom			
Section 2: To be completed by the Property Manager or Administrator responsible for fault logging					
Manager:		Stephen Stibbidge		Date:	
Project Co-ordinator:					
Action:					
Priority:		Assigned Priority Number and Description 1 = IMMEDIATE (Same Day) 2 = URGENT (24/48 Hours) 3 = AS SOON AS POSSIBLE (Within 1 week) 4 = AS SOON AS CONVENIENT (Within 1 month) 5 = ROUTINE (As and when work load permits)			
Section 3: To be completed by the Administrator responsible for carrying out the action stated in Section 2					
Tenant Undertaking Work:		<input type="checkbox"/> (No further action Required)			
Repair Category:					
Contractor Instructed:					
Date Contractor Instructed:					
Instruction to Contractor:					
Estimated Cost:				File Reference:	
Approved Contractor:		<input type="checkbox"/>			
Compliant Contractor:		<input type="checkbox"/>			

29 May 2006

# DEFECTS DATABASE USER MANUAL

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Finally close this screen and click the 'PRINT' button to printout and file the DEFECT REPORT FORM. Then click the 'CLOSE' button, to exit STAGE1.

Should you have not completed the necessary fields during stagel, a yellow 'WARNING' message will appear, preventing you from leaving STAGE1 until the necessary fields have been completed.

You will now be returned to the Entry Screen.

# DEFECTS DATABASE USER MANUAL

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## Stage2 – Assign a Defect Action

2.

ASSIGN DEFECT ACTION

Stage2. Assign Action and Project Coordinator to be responsible for this reported defect. Left mouse click the button and the following screen will

LAND FACTOR DEFECT DATABASE

NEW DEFECTS

SELECT MANAGER

DEFECT ID

DEFECTS AWAITING ACTION - Double click to Display Defect Action Form

DateEntered	ManagerName	Property Name	Tenant Name	CategoryName	Complaint
09/06/2006	Peter Combes	1 COMMON HOUSE	Mr & Mrs Jewitt	Unassigned	Pipes leaking in bathroom
09/06/2006	Hugo Riemann	1 COWSLIP HILL COTTAGE	Dr R. J Fisher	Unassigned	Light fitting loose
09/06/2006	Hugo Riemann	1 COWSLIP HILL COTTAGE	Dr R. J Fisher	Unassigned	Garden wall collapsed

appear.

The list will show all the reported Defects, which have not had any Action or Project Coordinator assigned. The default appearance is ALL outstanding non assign Defects.

## Displaying Defects by Manager Name

LAND FACTOR DEFECT DATABASE

NEW DEFECTS

SELECT MANAGER

Double click to Display Defect Action Form

Property Name	Tenant Name	CategoryName	Complaint
1 COMMON HOUSE	Mr & Mrs Jewitt	Unassigned	Pipes leaking in bathroom
1 COWSLIP HILL COTTAGE	Dr R. J Fisher	Unassigned	Light fitting loose
1 COWSLIP HILL COTTAGE	Dr R. J Fisher	Unassigned	Garden wall collapsed

Above the list is a filter that allows you to display Defects related to specific Managers.

Select this drop down list and select any Manager's name.

# DEFECTS DATABASE USER MANUAL

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When a filter has been applied, the list will auto populate and display any Defects for the selected Manager.

DateEntered	ManagerName	Property Name	Tenant Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Light fitting loose
09/06/2006	Hugo Remnant	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Garden wall collapsed

Next double click any Defect and the Defect Action screen will appear for the selected Defect.

## Details Form

Section 2 - To be completed by Defect Administrator or the Manager

DEFECT ID: 240

TENANT: Dr R J Fisher

PROPERTY: 1 COWSLIP HILL COTTAGE

ESTATE: FELTON PARK ESTATE

MANAGER: Hugo Remnant

PROJECT COORDINATOR: Unassigned

COORDINATORS: Henry

PRIORITY: 10 Unassigned

DATE: TODAY

PROBLEM: Light fitting loose

ACTION:

The Date that this stage has been filled out has to be added, left click the TODAY command and the date will auto appear.

The Date can be edited, if required.

Should you forget to add a Date, this will

automatically be assigned, when you select the Priority for the Defect.

# DEFECTS DATABASE USER MANUAL

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## Project Coordinator & Priority

The reported effect Problem details can be seen, this can be added to if new information has arrived. Types into the Problem box any new information and

**ACTION DETAILS** | PROPERTY DEFECT LIST | DEFECTS HISTORY

**Section 2 -** To be completed by Defect Administrator or the Manager

DEFECT ID: 240

TENANT: Dr R J Fisher

PROPERTY: 1 COWSLIP HILL COTTAGE

ESTATE: FELTON PARK ESTATE

MANAGER: Hugo Remnant

PROJECT COORDINATOR: Henry

COORDINATORS: Henry

Double click to select

PRIORITY: 1 URGENT - complete within 1 week

ACTION: 1 URGENT - complete within 1 week  
2 To be attended within a month  
3 To Do when work permits  
4  
5  
6  
7  
8

DATE: 07/06/2006 TODAY

PROBLEM: Light fitting loose

DEFECT REPORT: [Icons]

the database will be updated. Select a Project Coordinator for the Defect from the List shown highlighted Yellow background.

Each Defect has to

have a Priority Level, left click the Combo box, and a list of priorities will appear, left click the required priority.

## Action Details

**ACTION DETAILS** | PROPERTY DEFECT LIST | DEFECTS HISTORY

**Section 2 -** To be completed by Defect Administrator or the Manager

DEFECT ID: 240

TENANT: Dr R J Fisher

PROPERTY: 1 COWSLIP HILL COTTAGE

ESTATE: FELTON PARK ESTATE

MANAGER: Hugo Remnant

PROJECT COORDINATOR: Henry

COORDINATORS: Henry

Double click to select

PRIORITY: 1 URGENT - complete within 1 week

ACTION: 1 URGENT - complete within 1 week  
2 To be attended within a month  
3 To Do when work permits  
4  
5  
6  
7  
8

DATE: 07/06/2006 TODAY

PROBLEM: Light fitting loose

DEFECT REPORT: [Icons]

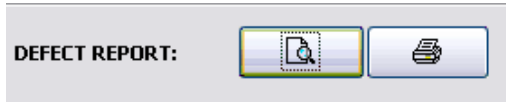
The Action for the Defect should be completed; this will instruct whichever Contractor is assigned to undertake the repair any special considerations on completing the repair.



# DEFECTS DATABASE USER MANUAL

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The final stage is to printout the report for this stage of the reported Defect. The left button will display on screen the full Report; click the right button to printout the Report for filing.



## Defect Report Stage2

ClientName		DEFECTS REPORT FORM	
Estate:	FELTON PARK ESTATE		
Property:	1 COWSLIP HILL COTTAGE		
Section 1: To be completed by the person who reports the defect or takes the call reporting the defect			
Date Fault Reported:	09/06/2006	Defect ID on Computer:	240
Reported By:	Dr R J Filler	Date Entered:	09/06/2006
Occupier/Tenant:	Dr R J Filler	Report Taken By:	Yvonne Harbitt
Contact Telephone Numbers:	Contact Telephone Numbers: For person who reported defect		
	For Text:	Landline:	
		Mobile:	
Problem:	Light fitting base		
Section 2: To be completed by the Property Manager or Administrator responsible for contracting			
Manager:	Hugo Remnant	Date:	07/06/2006
Project Co-ordinator:	Henry		
Action:	The light fittings should be replaced if there are signs of damage or if too old.		
Priority:	Assigned Priority Number and Description 1 = IMMEDIATE (Same Day) 2 = URGENT (24/48 Hours) 3 = AS SOON AS POSSIBLE (Within 1 week) 4 = AS SOON AS CONVENIENT (Within 1 month) 5 = ROUTINE (As and when work load permits)		
Section 3: To be completed by the Administrator responsible for carrying out the action stated in Section 2			
Tenant Undertaking Work:	<input type="checkbox"/> (No further action Required)		
Repair Category:			
Contractor Instructed:			
Date Contractor Instructed:			
Instruction to Contractor:			
Estimated Cost:		File Reference:	
Approved Contractor:	<input type="checkbox"/>		
Compliant Contractor:	<input type="checkbox"/>		

09 June 2006

The Report shows all the details relating to the Defect at this stage and the previous stage.

The grey area at the bottom shows that the third stage has not yet been completed. By looking at the dates on Stages 1 & 2, you can see when these were completed.

# DEFECTS DATABASE USER MANUAL

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When you close the Defect Action screen, you will be returned to the Stage2 Defect List.

DateEntered	ManagerName	Property Name	Tenant Name	CategoryName	Complaint
09/06/2006	Hugo Tennant	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Unassigned	Garden wall collapsed

The previously completed Defect will then automatically be removed from the List, showing the remaining Defects that need Actions to be assigned.

You can complete another Defect Action or close the screen to return to the Main Entry Screen.

1. INPUT DEFECT

2. ASSIGN DEFECT ACTION

3. INSTRUCT CONTRACTOR

CONTRACTORS

LIVE WORK

ANALYSIS REPORTS

Text area used for messages to Database User's

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## Stage3 – Assign Defect Action

### 3. INSTRUCT CONTRACTOR

Stage3. Assign Contractor and Printout Letter to inform the Contractor of the Defect to be repaired.

Left mouse click the button and the following screen will appear.

DateEntered	ManagerName	Priority	Property Name	Tenant Name	Complaint
11/04/2006	Peter Combes	1	DUKESFIELD MILL COTTAGE	Mrs Lara Turner	Light fitting loose
29/05/2006	Stephen Stubblings	1	2 LOW MILL COTTAGES	Mr A Gowland	Water leak from basin in upstairs bathroom
09/06/2006	Hugo Remnant	1	1 COWSLIP HILL COTTAGE	Dr R J Fisher	Light fitting loose

The list will show all the reported Defects, which have not had any Contractor assigned. The default appearance is ALL outstanding non assign Defects.

Above the list is a filter that allows you to display Defects related to specific Managers.

Section 3 -

REPAIR ID: 240

TENANT: Dr R J Fisher

PROPERTY: 1 COWSLIP HILL COTTAGE

ESTATE: FELTON PARK ESTATE

TENANT UNDERTAKING REPAIR: ☐

DEFECT CAT: Unassigned

CONTRACTOR: None

Insurer Name	InsVerified	Insured to
Nonwich Union	No	01/01/2010

Approved: No

Complaint: No

Accreditation: No

ExpiryDate: No

OPEN: ☒ DATE INSTRUCTED: ESTIMATED COST: £0.00

FILE REF: INVOICE REF:

DEFECT REPORT: PRINT CONTRACTOR LETTER:

# DEFECTS DATABASE USER MANUAL

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## Assign a Contractor

Next double click any Defect and the Contractor Defects Action screen will appear for the selected Defect.

CONTRACTOR DEFECT COMMENTS

Section 3 -

REPAIR ID 240

TENANT Dr R J Fisher

PROPERTY 1 COWSLIP HILL COTTAGE

ESTATE FELTON PARK ESTATE

TENANT UNDERTAKING REPAIR ☐

DEFECT CAT Unassigned

ACTION Repair faulty light fitting

INSTRUCTION TO CONTRACTOR Replace the fitting if it shows any signs of damage and inform us of any materials used.

CONTRACTOR

Builder

Chimney Linings

Chimney Sweep

Damp Proofing

Double Glazing

Drainage

Dry Stone Waller

Electrical

Fencing/Grass

Gas

Heating Engineer

Joiner

None

Insured to 01/01/2010

☒ OPEN DATE INSTRUCTED ESTIMATED COST £0.00

FILE REF INVOICE REF

DEFECT REPORT:

PRINT CONTRACTOR LETTER:

Complete any special instruction to the Contractor and then select a Defect Category to the Defect. All Defects fall into distinct Defect categories, e.g. Light Fitting would be Electrical.

CONTRACTOR DEFECT COMMENTS

Section 3 -

REPAIR ID 240

TENANT Dr R J Fisher

PROPERTY 1 COWSLIP HILL COTTAGE

ESTATE FELTON PARK ESTATE

TENANT UNDERTAKING REPAIR ☐

DEFECT CAT Electrical

ACTION Repair faulty light fitting

INSTRUCTION TO CONTRACTOR Replace the fitting if it shows any signs of damage and inform us of any materials used.

CONTRACTOR

Company	Town/City	Telephone	CategoryName	InsVerified	Appro
---------	-----------	-----------	--------------	-------------	-------

☒ OPEN DATE INSTRUCTED ESTIMATED COST £0.00

FILE REF INVOICE REF

DEFECT REPORT:

PRINT CONTRACTOR LETTER:

By selecting a category, will allow the database to first search all records and display any contractor who normally looks after that Estate and can

undertake that type of repair. Should none be found a blank list will appear, with a green background.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## Finding an Approved Contractor

To locate any Contractor who can undertake the selected repair category, double click the green area and a new search will begin.

A new list of Contractors is shown; the category Name field shows that each one can undertake 'Electrical' repairs.

CONTRACTOR DEFECT COMMENTS

**Section 3 -**

REPAIR ID 240

TENANT Dr R J Fisher

PROPERTY 1 COWSLIP HILL COTTAGE

ESTATE FELTON PARK ESTATE

TENANT UNDERTAKING REPAIR ☐

DEFECT CAT Electrical

ACTION Repair faulty light fitting

INSTRUCTION TO CONTRACTOR Replace the fitting if it shows any signs of damage and inform us of any materials used.

CONTRACTOR

Company	Town/City	Telephone	CategoryName	InsVerified	Approved	Compliant
A Simmons Electrical Contr	Whitley Bay	0191 2371592	Electrical	Yes	Yes	No
Bartram Walker	Hexham	01434 602441	Electrical	No	No	No
Burndcliffe Electrical	Hexham	01434 602171	Electrical	No	No	No
Holywell Joinery Limited	Seaton Delaval	0191 2370190	Electrical	No	No	No
J Todd	Haltwhistle	01434 320647	Electrical	No	No	No
Morrow Electrical Ltd	Middlesborough	01642 577775	Electrical	No	No	No
Parkside Electrical Contract	Ashington	01670 855771	Electrical	No	No	No
Scantime	Prudhoe	01661 888333	Electrical	No	Yes	Yes

☒ OPEN DATE INSTRUCTED 09/06/2006 ESTIMATED COST £0.00

FILE REF INVOICE REF

DEFECT REPORT: PRINT CONTRACTOR LETTER:

The Town/City that the Contractor is based is also shown, this allows you to select the appropriate one nearest the Property where the Defect has been reported.

## DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

There are 3 other conditions that should also be considered before selecting the Contractor to undertake the repair.

1. Has the Contractor Insurance been Verified
2. Is the Contractor an Approved Contractor by Land Factor
3. Is the Contractor Compliant with Land Factor regulations

Company	Town/City	Telephone	CategoryName	InsVerified	Approved	Compliant
A Simmons Electrical Contr.	Whitley Bay	0191 2371592	Electrical	Yes	Yes	No
Bartram Walker	Hexham	01434 602441	Electrical	No	No	No
Burncliffe Electrical	Hexham	01434 602171	Electrical	No	No	No
Holywell Joinery Limited	Seaton Delaval	0191 2370190	Electrical	No	No	No
J Todd	Haltwhistle	01434 320647	Electrical	No	No	No
Morrow Electrical Ltd	Middlesborough	01642 577775	Electrical	No	No	No
Parkside Electrical Contract	Ashington	01670 855771	Electrical	No	No	No
Scantime	Prudhoe	01661 888333	Electrical	No	Yes	Yes

Left click the required Contractor and the details will be added to the database under the appropriate Defect.

CONTRACTOR

DEFECT COMMENTS

Section 3 -

REPAIR ID

240

TENANT

Dr R J Fisher

PROPERTY

1 COWSLIP HILL COTTAGE

ESTATE

FELTON PARK ESTATE

TENANT UNDERTAKING REPAIR

☐

DEFECT CAT

Electrical

ACTION

Repair faulty light fitting

INSTRUCTION TO CONTRACTOR

Replace the fitting if it shows any signs of damage and inform us of any materials used.

CONTRACTOR

A Simmons Electrical Contracto

Whitley Bay

Alan

Insurer Name

InsVerified

Insured to

Norwich Union

Yes

01/01/2010

Approved

Compliant

Yes

No

Accreditation

ExpiryDate

☒ OPEN

DATE INSTRUCTED

09/06/2006

ESTIMATED COST

£0.00

FILE REF

06147/12ABC

INVOICE REF

The information area under the selected Contractor displays their details; this provides additional information on the one chosen.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

The Date Instructed is automatically completed when this form is opened.

File Ref is a field created from the Properties Database. The Land Factor

Invoice Ref can be completed at any time.

## ***Tenant Undertaking Repair***

Should the Tenant decide to undertake their own repair(s), Left Click the checkbox 'Tenant Undertaking Repair' - Do not select a Contractor.





**Section 3 -**

REPAIR ID	197
TENANT	Mrs Lara Turner
PROPERTY	DUKESFIELD MILL COTTAGE
ESTATE	ALLENDALE ESTATES D FUND
TENANT UNDERTAKING REPAIR	<input checked="" type="checkbox"/>
DEFECT CAT	Electrical

## ***Stage3 Reports***

There are 2 Reports that need to be printed

1. Defect Report
2. Print Contractor Letter

<b>DEFECT REPORT:</b>		
<b>PRINT CONTRACTOR LETTER:</b>		

The Preview buttons allow you to examine these for any errors before final printing.

**DEFECTS DATABASE USER MANUAL**  
Land Factor, Bywell Estate Office, Stocksfield, Northumberland

### Defect Report Stage3

The form shows that all 3 Stages are complete.

<b>ClientName</b> Lady Talbot Of Malahide		<b>DEFECTS REPORT FORM</b>	
<b>Estate:</b> FELTON PARK ESTATE			
<b>Property:</b> 1 COWSLIP HILL COTTAGE			
<hr/>			
<b>Section 1:</b> To be completed by the person who reports the defect or takes the call reporting to defect			
<b>Date Fault Reported:</b> 09/06/2006		<b>Defect ID on Computer:</b> 240	
<b>Reported By:</b> Dr R J Fflier		<b>Date Entered:</b> 09/06/2006	
<b>Occupier/Tenant:</b> Dr R J Fflier		<b>Report Taken By:</b> Yvonne Marshall	
<b>Contact Telephone Numbers:</b> Contact Telephone Numbers: For person who reported defect: <input type="text"/>			
<b>For Tenant:</b>		<b>Landline:</b> <input type="text"/>	
		<b>Mobile:</b> <input type="text"/>	
<b>Problem:</b> <div style="border: 1px solid black; padding: 5px; min-height: 50px;">Light fitting loose</div>			
<hr/>			
<b>Section 2:</b> To be completed by the Property Manager or Administrator responsible for contracting			
<b>Manager:</b> Hugo Remnant		<b>Date:</b> 07/06/2006	
<b>Project Co-ordinator:</b> Healy			
<b>Action:</b> <div style="border: 1px solid black; padding: 5px; min-height: 40px;">Repair faulty lighting</div>			
<b>Priority:</b> Assigned Priority Number and Description <input checked="" type="checkbox"/> 1 = IMMEDIATE (Same Day) 2 = URGENT (24/48 Hours) 3 = AS SOON AS POSSIBLE (Within 1 week) 4 = AS SOON AS CONVENIENT (Within 1 month) 5 = ROUTINE (As and when work load permits)			
<hr/>			
<b>Section 3:</b> To be completed by the Administrator responsible for carrying out the actions stated in Section 2			
<b>Tenant Undertaking Work:</b> <input type="checkbox"/> (No further action Required)			
<b>Repair Category:</b> <input type="text" value="Electrical"/>			
<b>Contractor Instructed:</b> Alan Simmonds		<b>AS Simmonds Electrical Contractors</b>	
<b>Date Contractor Instructed:</b> 09/06/2006			
<b>Instruction to Contractor:</b> <div style="border: 1px solid black; padding: 5px; min-height: 40px;">Replace the fitting if it shows any signs of damage and inform us of any materials used.</div>			
<b>Estimated Cost:</b> £0.00		<b>File Reference:</b> 06147/12ABC	
<b>Approved Contractor:</b> <input type="checkbox"/>			
<b>Compliant Contractor:</b> <input type="checkbox"/>			
09 June 2006			



## DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

### Contractor Letter

The letter displays all the details on the Reported Defect.

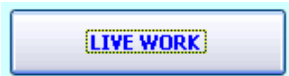
Order Ref: 06147/12ABC Your Ref:	Bywell Estate Office Stocksfield Northumberland NE43 7AQ  Tel: 01661 843168 Fax: 01661 842838  Email: info@landfactor.co.uk www.landfactor.co.uk
A Simmons Electrical Contracto 5 Bristol Street New Hartley Whitley Bay  NE25 0SH	
Date: 09 June 2006 Ref/Repairs: FELTON PARK ESTATE <u>1 COWSLIP HILL COTTAGE</u>	
Dear Alan	
The following problem has arisen at the above property:	
Problem:	Light fitting loose
Tenant:	Dr R J Fisher
Tel:	
Manager:	Hugo Remnant
I will be grateful if you would contact the Tenant on the phone and arrange to visit the premises at your earliest convenience to undertake the following repair:	
Repair:	Repair faulty light fitting Replace the fitting if it shows any signs of damage and inform us of any materials used. This remedial action carries Priority Status 1 1 = URGENT to attend ASAP to be completed within 24 hours 2 = To be completed within a month 3 = To do as and when work budget permits 4 = 5 =
When submitting your final account to:	
Estate	FELTON PARK ESTATE
Property	6147
c/o Land factor at this office, please could you quote this reference: HCR / 240	
Many thanks for your attention and, if you have any queries, please do not hesitate to contact me.	
Yours sincerely	
Hugo Remnant c/o Dr R J Fisher	1 COWSLIP HILL COTTAGE
Printed: 09 June 2006	

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## LIVE WORK

### Review all reported Defects



Live Work. Select any Live Reported Defect at any Stage from 1 - 3. Details can be edited by selecting a Reported Defect and then selecting the required Stage to be edited.

Left mouse click the button and the following screen will appear.

**LAND FACTOR DEFECT DATABASE**  
[LIVE WORK](#)

**SELECT MANAGER**  
 ☒ LIVE ☐ CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stubbings	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstairs
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID

**JOB STATUS**

STAGE

1. MANAGER

2. PROJECT COORDINATOR

3. CONTRACTOR

CONTRACTOR LETTER:

ALTER

☐ [REPORTED DEFECT](#)

☐ [DEFECT ACTION](#)

☐ [CONTRACTOR INSTRUCTION](#)

☐ [DEFECT EVENT LOG](#)

☐ [CLOSE](#)

The list defaults to displaying ALL current LIVE Reported Defects.

A filter is available above the Reported Defects list, allowing you to select a Manager and view a list of any outstanding work.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## Defect Stage Details

Left click any Defect in the list, will populate the data fields in the lower half of the screen.

**SELECT MANAGER**  ☒ LIVE ☐ CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stubbings	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstairs
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID 240

Tenant Name	Contact Telephone	Contact Mobile	Contact Email
Dr R J Fisher			

**JOB STATUS**

STAGE	1. MANAGER	2. PROJECT COORDINATOR	3. CONTRACTOR
	Hugo Remnant	Henry	A Simmons Electrical Contracto

CONTRACTOR LETTER:

**ALTER**

☐ [REPORTED DEFECT](#)

☐ [DEFECT ACTION](#)

☐ [CONTRACTOR INSTRUCTION](#)

☐ [DEFECT EVENT LOG](#)

☐ [CLOSE](#)



The lower half 'Job Status' displays the current state of each Defect, here you can see if the main details at each stage have been completed.



# DEFECTS DATABASE USER MANUAL



Land Factor, Bywell Estate Office, Stocksfield, Northumberland



## Preview - Print - Edit each Stage

JOB STATUS		
STAGE	1. MANAGER	Hugo Remnant
	2. PROJECT COORDINATOR	Henry
	3. CONTRACTOR	A Simmons Electrical Contracto
		CONTRACTOR LETTER:















The buttons to the right, allow you to Preview and Printout the various Reports as were created at each stage, the lower 2 buttons allow viewing and printout of the Contractor's Letter.



Alongside each stage to the right, provides access to each of the 3 Stages, allowing you to view and alter any of the previously completed forms for the Reported Defect.

JOB STATUS		
STAGE	1. MANAGER	Hugo Remnant
	2. PROJECT COORDINATOR	Henry
	3. CONTRACTOR	A Simmons Electrical Contracto
		CONTRACTOR LETTER:









ALTER

☐ [REPORTED DEFECT](#)

☐ [DEFECT ACTION](#)

☐ [CONTRACTOR INSTRUCTION](#)

☐ [DEFECT EVENT LOG](#)

☐ [CLOSE](#)

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Incomplete Defects can easily be seen via the Job Status area.

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects







DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER -1968 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stubbings	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstairs
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft



  

DEFECT ID	Tenant Name	Contact Telephone	Contact Mobile	Contact Email
239	Mr & Mrs Jewitt	0191 777555		

**JOB STATUS**  

1. MANAGER	Peter Combes		
2. PROJECT COORDINATOR	Unassigned		
3. CONTRACTOR	None		

CONTRACTOR LETTER:  

**ALTER**  
☐ [REPORTED DEFECT](#)  
☐ [DEFECT ACTION](#)  
☐ [CONTRACTOR INSTRUCTION](#)

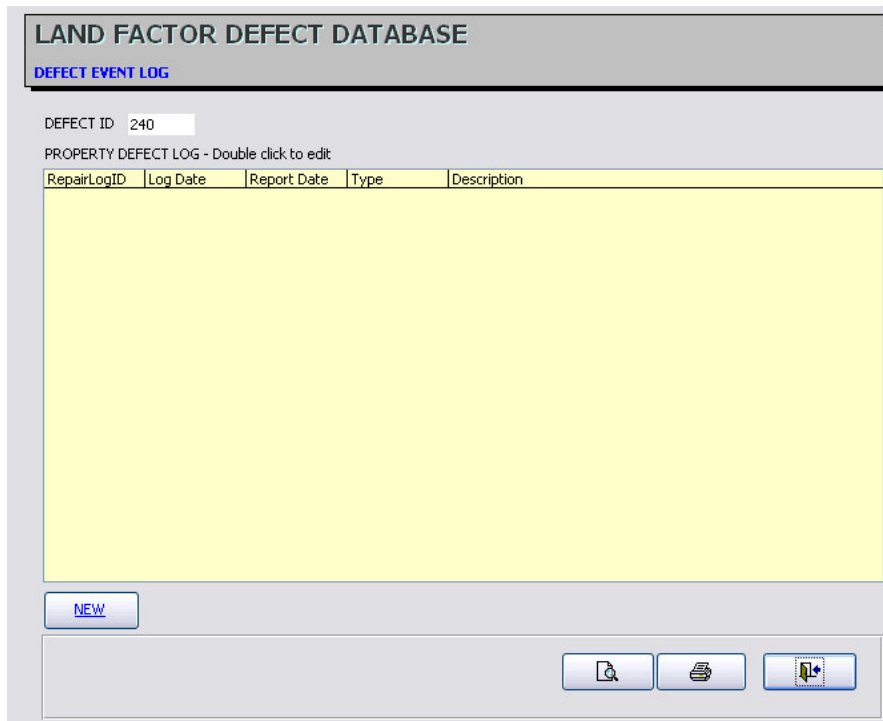
☐ [DEFECT EVENT LOG](#)  
☐ [CLOSE](#)

In the image above, we see that Defect number 239, has completed Stage1, but Stages 2&3 are incomplete. By using the Alter buttons on the right, you can access the correct forms, and complete these Stages; this allows you quick access to the Reported Defect at any stage, without having to return to the Main Entry screen.

## DEFECT EVENT LOG

### Creating a Defect Event

During the life and after Reported Defect's have been repaired, there may be a number of occasions when Tenant's or relatives of Tenant's may contact the office to inform the office of other problems relating to the Reported Defect, or request information on progress. Should this be received, select the Reported Defect form the list and then left click the button marked 'Defect Event Log', the following screen then appears.



LAND FACTOR DEFECT DATABASE

DEFECT EVENT LOG

DEFECT ID 240

PROPERTY DEFECT LOG - Double click to edit

RepairLogID	Log Date	Report Date	Type	Description
-------------	----------	-------------	------	-------------

NEW

Search Print Add

This screen will list all the Logged communications between the Tenant and their representatives who call the Office regarding the Reported Defect.

## DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

Click the New button to create a new event log.

**LAND FACTOR REPAIRS DATABASE**  
**DEFECT EVENT LOG**

REF ID: (AutoNumber) DEFECT ID: 0  
SYS LOG DATE: 09/06/2006 DEFECT DATE: 09/06/2006  
TYPE: [dropdown] ERROR: ☐  
REPORT DATE: [text]  
DESCRIPTION: [text area]  
[New button]

The current Date will automatically be recorded to the log.

REF ID: (AutoNumber) DEFECT ID: 0  
SYS LOG DATE: 09/06/2006 DEFECT DATE: 09/06/2006  
TYPE: [dropdown menu open showing: Telephone, Letter, Verbal, Agent] ERROR: ☐  
REPORT DATE: [text]  
DESCRIPTION: [text area]  
[New button]

Select the 'Type' combo and select from the list, the description that is suitable for the event you are to create.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

When you have selected the type of log, the 'Reported Date' field will automatically be completed and the 'Defect ID' will be added to the logged event.

REF ID: 40 DEFECT ID: 240  
SYS LOG DATE: 09/06/2006 DEFECT DATE: 09/06/2006  
TYPE: Telephone ERROR: ☐  
REPORT DATE: 09/06/2006  
DESCRIPTION:  
Tenant called 2pm to ask about progress.

The 'Description' fields allow you to add a short description relating to the event.

Left click the 'Close' button to return the Logged Event List.

LAND FACTOR DEFECT DATABASE  
DEFECT EVENT LOG

DEFECT ID: 240

PROPERTY DEFECT LOG - Double click to edit

RepairLogID	Log Date	Report Date	Type	Description
40	09/06/2006	09/06/2006	Telephone	Tenant called 2pm to ask about progress.

NEW

The completed event is shown; if you wish to edit this event, double click the event to return to the event details form.

There is no restriction to the number of events that can be logged.

Click the Preview button to view the Event Log Report for this Defect, or the Print

button to output a paper copy.



Land Factor, Bywell Estate Office, Stocksfield, Northumberland

The Report includes the details on the Property and the reported defect, also all of any reported Events related to the defect.

12 June 2008

## DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

### ***Event Log Error***

Should you make a mistake in recording an event and wish to remove it

The screenshot shows a web-based form titled "LAND FACTOR REPAIRS DATABASE" with a sub-header "DEFECT EVENT LOG". The form contains several input fields: "REF ID" with the value "41", "SYS LOG DATE" with "12/06/2006", "TYPE" with a dropdown menu showing "Telephone", and "REPORT DATE" with "12/06/2006". On the right side, there are fields for "DEFECT ID" (240) and "DEFECT DATE" (09/06/2006). Below these is a checkbox labeled "ERROR" which is checked. A large text area for "DESCRIPTION" contains the text "Tenant Called problem has been fixed". At the bottom right of the form is a button with a right-pointing arrow and a small icon.

altogether, double click the Event in the List view and Left Click the 'Error' Checkbox; the event will then be removed from the List.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## CLOSING A REPORTED DEFECT

**SELECT MANAGER** ☒ LIVE ☐ CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	10	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Unassigned	Garden wall collapsed
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrician	Light fitting loose
09/06/2006	Peter Combes	10	J A J STRAKER - 1960 SETTLEMENT	1 COMMON HOUSE	Unassigned	Pipes leaking in bathroom
29/05/2006	Stephen Stubbings	1	ALLENDALE ESTATES G FUND	2 LOW MILL COTTAGES	Unassigned	Water leak from basin in upstairs
11/04/2006	Peter Combes	1	ALLENDALE ESTATES D FUND	DUKESFIELD MILL COTTAGE	Unassigned	Light fitting loose
10/04/2006	Peter Combes	2	ALLENDALE ESTATES D FUND	DUKESFIELD ESTATE SHOOT	Chimney Sweep	Burning smell in hallway
05/04/2006	Peter Combes	1	ALLENDALE ESTATES N FUND	1 & 2 WEST COTTAGE	Chimney Sweep	Burst pipes in loft

DEFECT ID: 240 Tenant Name: Dr R J Fisher Contact Telephone: Contact Mobile: Contact Email:

**JOB STATUS**

**STAGE**

1. MANAGER: Hugo Remnant
2. PROJECT COORDINATOR: Henry
3. CONTRACTOR: A Simmonds Electrical Contracto

CONTRACTOR LETTER:

**ALTER**

- ☐ REPORTED DEFECT
- ☐ DEFECT ACTION
- ☐ CONTRACTOR INSTRUCTION

☐ DEFECT EVENT LOG

☐ CLOSE

When a reported defect has been repaired, select the listed Defect and Left Click the 'CLOSE' button in the lower right corner.

The Close Defect screen will appear.

**LAND FACTOR DEFECT DATABASE**

**CLOSE DEFECT**

REPAIR ID: 240 ERROR: ☐

OPEN: ☐

CLOSED: ☒ DATE CLOSED: 12/06/2006

CLOSED COMMENT: Light Fitting has been replaced and tested.

Left Click the 'CLOSED' Checkbox. You can include any closing comments.

When you close the screen from the 'Exit' button, the Reported Defect will be removed from the Live Work list.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## Viewing Closed Work

From the Live Work screen, Left Click the 'Closed' checkbox and all completed Reported Defects will be shown. You can access the Defect Stages and View and Edit the details as you would with Live Defects, also view the Reports and Printout any reports relating to the Reported Defect.

**SELECT MANAGER**

☐ LIVE ☒ CLOSED

REPORTED DEFECTS IN PROGRESS - Click on record to show details and Access Reported Defects

DateEntered	ManagerName	Priority	EstateName	Property Name	CategoryName	Complaint
09/06/2006	Hugo Remnant	1	FELTON PARK ESTATE	1 COWSLIP HILL COTTAGE	Electrical	Light fitting loose

DEFECT ID 240

Tenant Name	Contact Telephone	Contact Mobile	Contact Email
Dr R. J Fisher			

**JOB STATUS**

**STAGE**

1. MANAGER: Hugo Remnant
2. PROJECT COORDINATOR: Henry
3. CONTRACTOR: A Simmons Electrical Contracto

CONTRACTOR LETTER:

**ALTER**

☐ REPORTED DEFECT

☐ DEFECT ACTION

☐ CONTRACTOR INSTRUCTION

☐ DEFECT EVENT LOG

☐ CLOSE

**LAND FACTOR DEFECT DATABASE**

**CLOSE DEFECT**

REPAIR ID 240

OPEN ☐

CLOSED ☒

ERROR ☐

DATE CLOSED 12/06/2006

CLOSED COMMENT Light Fitting has been replaced and tested.

To reverse a Closed Defect and turn it back to a Live Defect, click the 'Close' button and then Left Click 'OPEN' checkbox. The Reported Defect will return to the Live Work list. NB: Any previous Closing Comments will be lost.

## ANALYSIS REPORTS

### ANALYSIS REPORTS

Analysis Reports.

Left mouse click the button and the following screen will appear.

When you Left Click any of the checkboxes on the left, the Criteria panel will become visible.

The enabled criteria allow you to construct reports based upon:

1. Property Name
2. Client Name
3. Estate Name
4. Manager
5. Project Coordinator
6. Priority
7. Repair ID
8. Date range

You can also construct reports based upon a combination of these criteria.

The criteria that become enabled will depend upon the checkbox you have selected; only one checkbox can be selected at a time. Print Preview and Print buttons allow you to view the Report and then Print hard copies.

# DEFECTS DATABASE USER MANUAL

Land Factor, Bywell Estate Office, Stocksfield, Northumberland

## Reports by Date Range

To create reports over a specific period, click the [START](#) and the [END](#) commands, this will cause a popup calendar to appear.

The screenshot shows the 'CRITERIA' section of the Defects Database User Manual. It includes a list of filters on the left and a date range selection interface on the right. The filters are: PROPERTY, CLIENT, ESTATE (set to ALLENDALE ESTATES G FUND), TEAM (with checkboxes for TWA, ARM, and PAC), MANAGER, PROJECT COORDINATOR, CONTRACTOR (set to Dyno-Rod Drain Services), PRIORITY, REPAIR ID, REPORT DATE (with START and END buttons), INCLUDE LIVE, and TENANT RESPONSE. The date range selection interface shows a calendar for May 2006, with the date 01/05/2006 selected. The calendar is a grid with days of the week (Mon to Sun) and dates (1 to 31). The date 01/05/2006 is highlighted in the first row, first column. There is an 'All' button next to the calendar.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Select the required month, then left click the required date, the selected date will then appear in the date boxes.

When your selection is complete, click the Print Preview button to check the report, then click the Print button.

## **DEFECTS DATABASE USER MANUAL**

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END